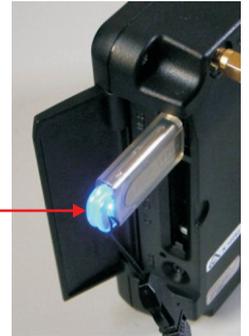


## Problem 1 SmartMove software isn't starting

**Step 1** Insert USB key

**Step 2** Hold button 4 on the front of the unit and press the reset at the top left on the back of the unit (this is called a 'hard reset')



**Step 3** This completely resets the unit and you should get the WaveOn 'desktop'

**Step 4** Tap twice on the 'My Device' icon

**Step 5** Tap twice on 'Hard Disk'

**Step 6** Tap twice on 'Install'



After the unit has restarted

**Step 7** Tap twice on the 'My Device' icon

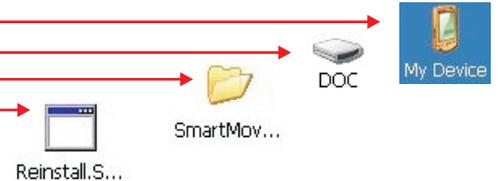
**Step 8** Tap twice on the DOC icon

**Step 9** Tap twice on the SmartMove Vehicle Folder

**Step 10** Tap twice on the Reinstall SmartMove icon

**Step 11** Configure the unit for the vehicle (see Installation Guide)

**Note** Don't interrupt the installation once it has started.



**If SmartMove still doesn't start, replace computer and return.**

## Problem 2 Screen needs calibrating

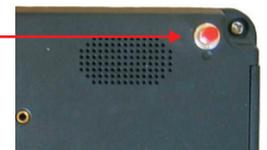
**When touching screen buttons is unreliable**

**Step 1** Press the red reset button on the back of the unit (note: this is a normal reset, you don't have to press button 4 as in the 'hard reset' above).

**Step 2** After approximately 30 seconds the start up screen displays with the SmartMove logo and includes the message 'Click to calibrate' (which lasts only a few seconds). Click on the screen and a new white calibration screen appears with a cross in the centre.

**Step 3** Follow the instructions by pressing and holding the stylus on each cross, for about one second, as it appears. This will happen five times (one in the centre and one for each corner).

**Step 4** Touch the screen again to confirm the new settings.



## Problem 3 Screen is black

**If the red light at the bottom left of the screen is lit**

**Step 1** Press middle button

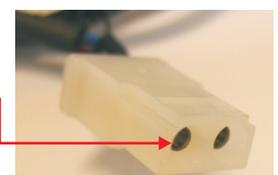
**Step 2** If there is still no picture reset the computer by pressing the button at the back at the top left of the screen.

**If the red light at the bottom left of the screen is not lit**

**Step 3** If the car has a 'kill switch' fitted, check that it is switched to 'on'.

**If there is a red light on the jBox**

**Step 4** Check that the power cable is connected to the screen properly. Unplug the cable and force the metal connectors inside the plug closer together (you'll need a small screwdriver) so they make better contact with the terminals, then reconnect the computer.



**If there is still no red light in the jBox**

**Step 5** then there is a fault with the power supply.

## Problem 4 SmartMove is not getting the fare from the meter

**Note** Not all SmartMove units are wired to the meter. These notes apply only if the fare has been transferred at some stage in the past.

- Step 1** Remove the data cable from the back of the screen.
- Step 2** Check that none of the pins are bent.
- Step 3** Replace the cable carefully and tighten the screws. Wait for a few minutes.
- Step 4** Check that the cable from the meter is plugged into the COM4 or COM5 port (socket) in the jBox.



## Problem 5 SmartMove is not registering the meter going on and off

**Note** These notes apply only if the fare is **not** normally transferred from the meter.

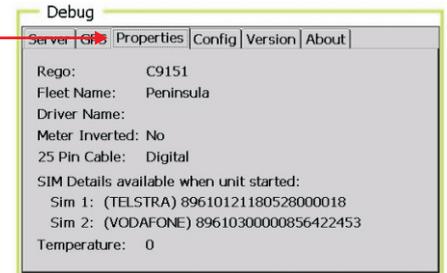
- Step 1** Check that the dome light goes off when the meter is running. If not, fix the dome light.
- Step 2** Try the panic button. If that works then check there is voltage on the blue wire feeding into SmartMove.
- Step 3** If the panic button doesn't work either, then check that the signals are plugged into the 'Digital In' connector.



## Problem 6 Not connecting to server



- Step 1** Restart the computer by pressing the small button at the back on the top left
  - Step 2** Check the unit is configured for the car. Tap on Debug then Properties, check that the correct fleet/vehicle registration is displayed.
  - Step 3** If the fleet/vehicle registration is incorrect, configure the unit for the vehicle (see Installation Guide)
- Note** Don't interrupt the installation once it has started.



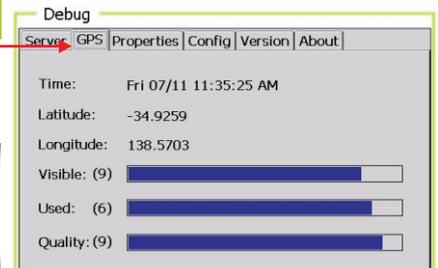
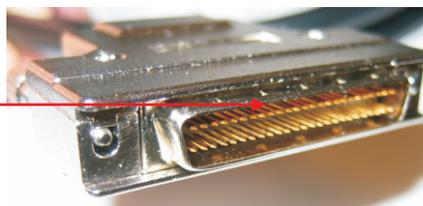
## Problem 7 Not getting GPS signal (no zone)

- Step 1** Make sure car is parked in an open area.
- Step 2** Tap on the ladybug icon then GPS tab
- Step 3** If the computer is reporting that there are satellites but the signal quality is poor then there is probably interference. Try turning off the CabCharge unit.



**If SmartMove is still not getting a position**

- Step 4** Remove the data cable from the back of the screen.
- Step 5** Check that none of the pins are bent.
- Step 6** Replace the cable carefully including tightening the screws evenly to make sure the plug is straight.
- Step 7** Restart the computer by pressing the small button at the back on the top left



**If SmartMove is still not getting a position**

- Step 8** Check that the antenna connection on the jBox isn't damaged. The jBox is normally under the driver's seat. If necessary, replace the jBox.



## Problem 8 Panic button not working or constantly working

**Note** The panic button must be held in the for more than half a second to register.

- Step 1** Check that there is voltage across the panic button and that the panic button works
- Step 2** Remove the data cable from the back of the screen.
- Step 3** Check that none of the pins are bent.
- Step 4** Replace the cable carefully and tighten the screws. Wait for a few minutes.
- Step 5** Restart the computer by pressing the small button at the back on the top left